

MAIDENHEAD and DISTRICT HOUSING ASSOCIATION

ASSISTANCE TO THE ELDERLY, REGISTERED DISABLED AND / OR BLIND

Reference:	MDHA/PC/H/6	Approved:	09.02.94
		Revised:	18.10.99 12.12.01 26.5.04

1 Statement of Intent

- 1.1 Maidenhead & District Housing Association will provide assistance to the care of the homes and gardens of its elderly, registered disabled and / or blind tenants who have no other help available to them.

2 Aims

- 2.1 The Association aims to ensure that those tenants who are unable to carry out maintenance tasks which would not normally be the Association's responsibility, are still able to ensure a comfortable living environment, through:

- Assisting eligible tenants, in the internal decorating of their existing or new home.
- Assisting eligible tenants in maintaining their gardens.
- Providing a flexible maintenance service which reacts and adapts to meet the special needs of our tenants.
- Assisting eligible tenants with works that would normally be their own responsibility (for example, replacing a broken toilet seat).
- Ensuring that all tenants are aware of the availability of these schemes.

3 Eligibility

- 3.1 To qualify for assistance as detailed in this policy, tenants must be of state pensionable age, and / or registered disabled, and / or blind, and must have no non-pensionable or able bodied adult relatives living with them.
- 3.2 In exceptional circumstances, tenants who do not fit any of these criteria may be considered for discretionary assistance – they must make application to their Area Housing Officer, and each case will be considered on its merit, and supporting documentation such as support from doctors or the police may be requested.
- 3.3 Tenants who are in rent arrears will not be eligible for assistance unless a satisfactory repayment arrangement has been made and adhered to (the

MAIDENHEAD and DISTRICT HOUSING ASSOCIATION

arrangement must be adhered to for a period of time to be determined by the Rent Control Manager – this qualifying period will be dependent on previous repayment history). In exceptional circumstances, i.e. if there are implications for health, safety and / or security for the tenant, other occupants of the dwelling, visitors to the dwelling, and neighbouring residents, the Association will still provide gardening assistance

4 Types of Assistance

4.1 Decorating

4.1.1 Eligible tenants may apply to the Association for the full decoration of either two rooms, or the hall, stairs and landing

4.1.2 No re-application for decorating assistance will be accepted within two years from any previous decoration under this scheme. Tenants whose kitchens and bathrooms are refurbished under the Association's planned maintenance programme will not be eligible for decorating assistance for two years following the date of the refurbishment.

4.1.3 Decoration works ordered under this scheme will normally be allocated on a six month target, subject to available resources.

4.1.4 Any empty properties requiring decoration will be redecorated prior to reletting, if the incoming tenants are known to be of state pensionable age, and / or registered disabled, and / or blind.

4.2 Gardening

4.2.1 Eligible tenants may apply to the Association for help with gardening. If discretionary assistance is awarded, tenants must reapply for gardening assistance annually, so that the Association can re-assess their eligibility. Gardening assistance will be in the form of grass and hedge cutting to front and back gardens, and tree lopping or pruning as necessary.

4.3 Responsive Repairs

4.3.1 The Association adopts a flexible approach to the prioritising of responsive maintenance works to the homes of occupants of state pensionable age, and / or registered disabled, and / or blind, those with infants under the age of two years, and anyone else who is deemed to have a special requirement due to a health condition. The Association will take into account the special needs of these groups in terms of heat, security, peace of mind and comfort and whenever possible, will promote jobs within the priority range to ensure that these needs are met.

MAIDENHEAD and DISTRICT HOUSING ASSOCIATION

4.4 Recharge Waiving

- 4.4.1 In certain circumstances, the Association will waive a charge for works carried out which would normally be the responsibility of the tenant, as detailed in the Tenants' Handbook, for tenants who meet the eligibility criteria as detailed above.
- 4.4.2 Recharge waiving is at the discretion of the Association, and will not be given where damage has been caused willfully by the tenant or their visitors or as result of the tenants neglect.

5 Publicity

- 5.1 The Association advertises special assistance schemes in newsletters, and the Tenants' handbook. In addition, all relevant staff are aware of such special assistance, and will actively promote it to tenants who may be eligible.

6 Equal Opportunities

- 6.1 Maidenhead and District Housing Association is committed to a policy of fair and equal treatment for all its members, tenants, employees and applicants, regardless of religion, sexual orientation, age, class, racial origin, sex, disability or marital status as determined in the Equal Opportunities Strategy.

7 Review

- 7.1 The Association will review the budget for works under this policy on an annual basis and assistance will usually be cash limited to that budget.
- 7.2 The Assistance to the Elderly and Registered Disabled and Blind Policy will be reviewed on a 2 yearly basis or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions Group policy.